

Missouri Department of Labor and Industrial Relations

Performance Measures

For the period ending March 31, 2007

VISION

Ensure Missouri has safe workplaces free from discrimination, an economically secure workforce and provide efficient services to those that do business with us.

MISSION

The Missouri Department of Labor and Industrial Relations promotes economic security, safe and healthy workplaces as well as protects wage earners and individuals against discrimination by improving working conditions, enforcing labor and anti-discrimination laws and helping those unemployed, injured on the job or victims of crime.

VALUES

The Department of Labor and Industrial Relations believes in the following principles to accomplish its vision and mission:

- **Leader** - Be the front-runner in administering state and federal laws regarding employer and employee rights and responsibilities.
- **Partnerships** - Collaborate with federal, state and local partners and employees, other governmental agencies, communities and customers to provide the best environment for all who work in Missouri.
- **Accountability** - Streamline programs and services to provide Missourians with exceptional service in the most cost-efficient manner.
- **Inventiveness** - Provide the most innovative, creative and efficient services to Missouri citizens.

OVERVIEW

As part of the Governor's Managing for Performance initiative, the Missouri Department of Labor and Industrial Relations (Department) has moved forward to establish concrete, measurable performance goals.

Governor Matt Blunt has directed state cabinet directors to implement management strategies focused on results and create an environment where results matter. The Governor will hold the Department accountable for its performance. Under his directive, the Department has identified goals that are aimed at achieving real and valuable outcomes.

The performance measures selected will assist the Department in determining whether customer needs are being met. Successful measurements will lead to increased customer service and quality of service for Missourians.

In addition to this performance plan serving as an accountability device, the Department will use it as a management tool for ongoing dialogue with divisional management on progress toward departmental goals. This document is also viewed as a communication tool to the public.

The Department revised its performance measures in 2005 and is using baseline data from December 31, 2004 as a beginning benchmark. Each quarter, the Department will update its data and analyze the results for needed improvement.

PERFORMANCE MEASURES

1. Secure Workforce (pages 1-9)

- 1.1 90% of unemployment insurance intrastate first payments made within 14 days of compensable week
- 1.2 80% of unemployment insurance nonmonetary decisions on separation issues completed within 21 days
- 1.3 60% of unemployment insurance appeals to the Appeals Tribunal issued within 30 days
- 1.4 80% of unemployment insurance appeals meet federal quality standards
- 1.5 50% of unemployment insurance appeals to the Labor and Industrial Relations Commission issued within 45 days
- 1.6 70% of unemployment insurance claimants reemployed within the quarter following their first payment
- 1.7 75% of workers' compensation, crime victims claims, processed within 45 days
- 1.8 80% of workers' compensation decisions by Administrative Law Judges issued within 75 days
- 1.9 75% of workers' compensation appeals related to awards issued by the Labor and Industrial Relations Commission within 180 days

2. Prepared Workforce (pages 10-21)

- 2.1 82.8% of unemployment insurance determinations about unemployment insurance tax liability of new employers made within 90 days
- 2.2 60% of unemployment insurance overpayments will be established for recovery
- 2.3 5% increase in the number of fraudulent/noncompliance cases referred for prosecution in unemployment and workers' compensation cases by December 31, 2007
- 2.4 75% of workers' compensation, fraud and non-compliance cases, processed within 120 days
- 2.5 90% of workers' compensation first reports of injury filed by insurers/self-insured employers within 30 days of injury
- 2.6 75% of labor standards investigations on complaint cases involving prevailing wage closed within an average of 120 days

- 2.7 90% of labor standards investigations on cases involving child labor completed within 120 days
- 2.8 60% of human rights investigations involving housing completed within 100 days of complaint receipt
- 2.9 90% of human rights investigations involving housing concluded through conciliation within 100 days of complaint received
- 2.10 75% of human rights charges involving employment and public accommodations resolved within 180 days
- 2.11 15% of respondents in human rights cases involving employment and public accommodation participate in early resolution
- 2.12 Increase the number of employers/payroll service companies that file quarterly contribution and wage reports through USTAR.

3. Safe Workforce (pages 22-24)

- 3.1 90% of labor standards inspections involving mine and cave safety made within 14 days
- 3.2 90% of safety and health initial consultation visits conducted in high hazard industries
- 3.3 80% of labor standards occupational safety and health written reports prepared and sent to employers within 14 days

4. Department Accountability (pages 25-27)

- 4.1 100% of Employee Performance Management Plans and Employee Performance Management Summary Forms prepared within the established time guidelines
- 4.2 100% of executives, managers and supervisors have met the Management Training rule and DOLIR required training within the established time guidelines
- 4.3 Decrease 15% (from 39 to 33) the number of workplace accidents and injuries by DOLIR employees by December 31, 2007

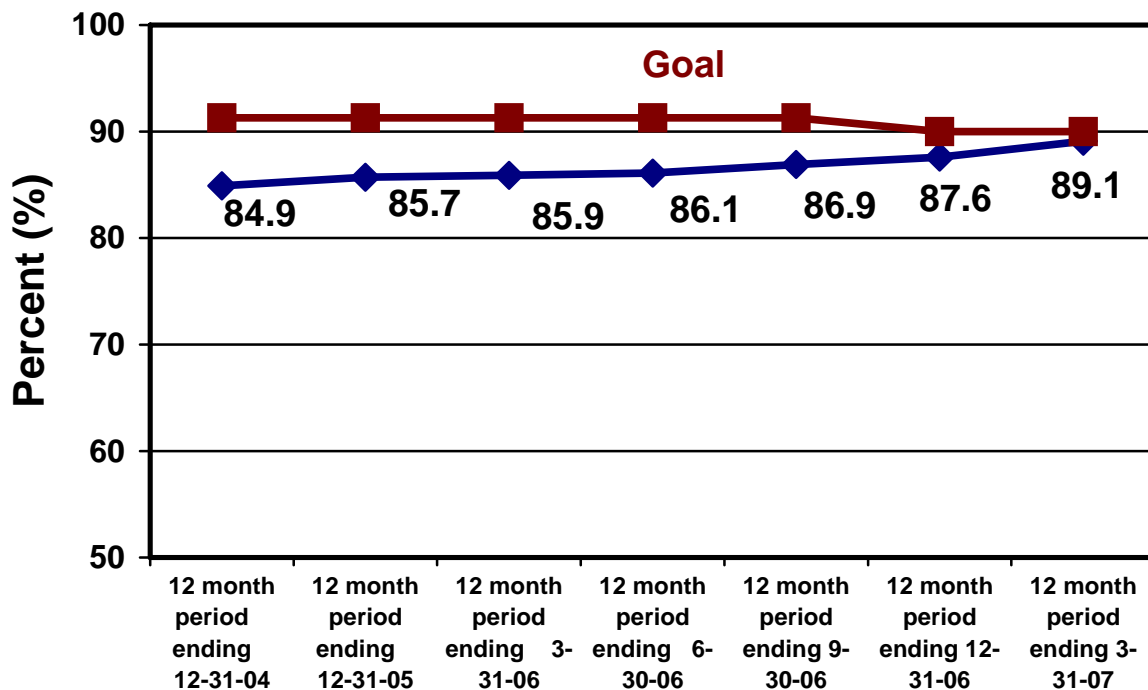
PERFORMANCE MEASURES

1. Secure Workforce

1.1 90% of unemployment insurance intrastate first payments made within 14 days of compensable week.

The percentage of first payments made within 14 days, include all first payments except work share. The percentage is a computation of the number of days elapsed from the week-ending date of the first compensable week in the claim benefit year to the date the payment is made in person, mailed, or offset or intercept is applied on the claim.

Comparative Data: Missouri ranks 43 out of 53 as of December 31, 2006



NOT MEETING GOAL

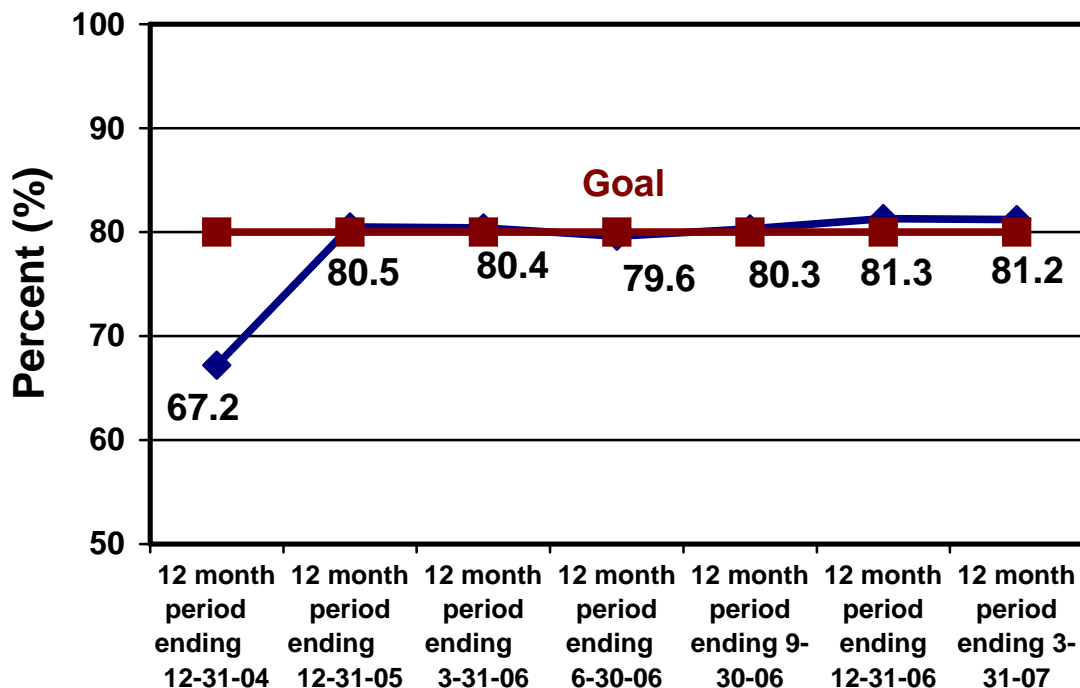
PERFORMANCE MEASURES

1. Secure Workforce

1.2 80% of unemployment insurance nonmonetary decisions on separation issues completed within 21 days

This percentage is a computation of the number of days elapsed from the week ending date of the first week affected by the separation determination to the date on the determination that resolves the issue. All determinations are measured as a percentage within 21 days of detection date, excluding any non-monetary issues identified by the Benefits Accuracy Measurement (BAM) or Benefits Payment Control (BPC) Subunits. Timeliness is based on the number of days elapsed from date of detection by the state or any non-monetary separation issue that had the potential to affect the claimant's past, present, or future benefit rights to the date of the separation determination.

Comparative Data: Missouri ranks 24 out of 53 as of December 31, 2006



MEETING GOAL

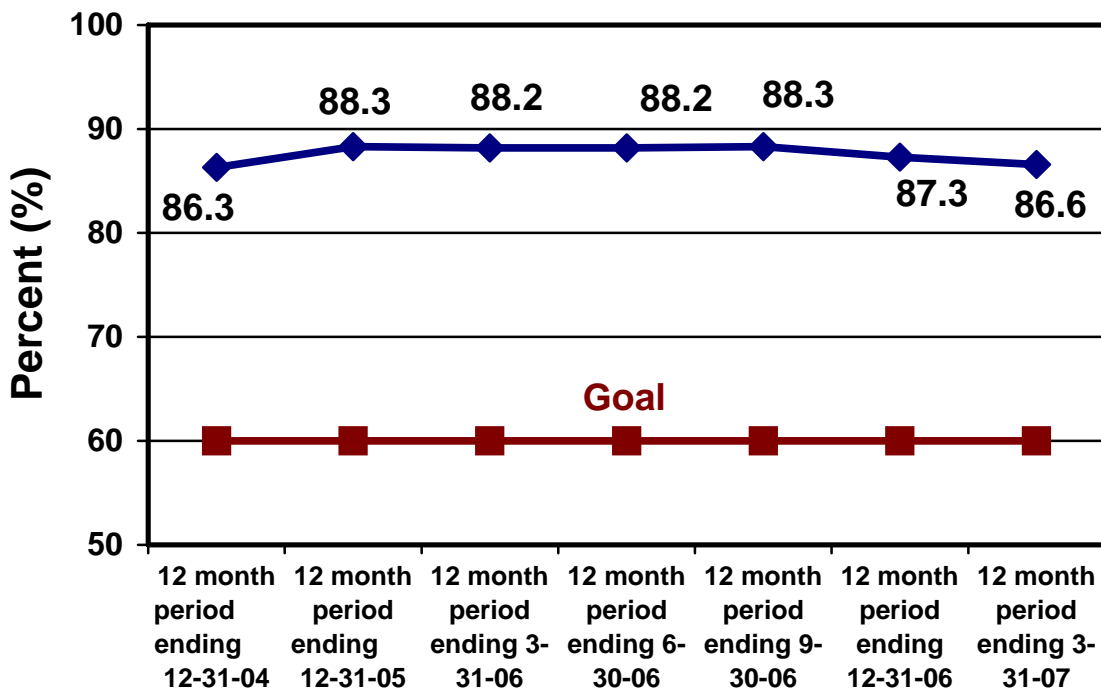
PERFORMANCE MEASURES

1. Secure Workforce

1.3 60% of unemployment insurance appeals decisions are issued by the Appeals Tribunal within 30 days

This measure begins the date the appeal is filed with the Division of Employment Security's Appeals Section and ends the date the decision is mailed. Appeals include Labor Disputes, regular UI benefits, Federal, Military, wage credits, benefit overpayment assessments, tax intercepts, and extended benefits. Trade Readjustment Allowances are not included.

Comparative Data: Missouri ranks 6 out of 53 as of December 31, 2006



MEETING GOAL

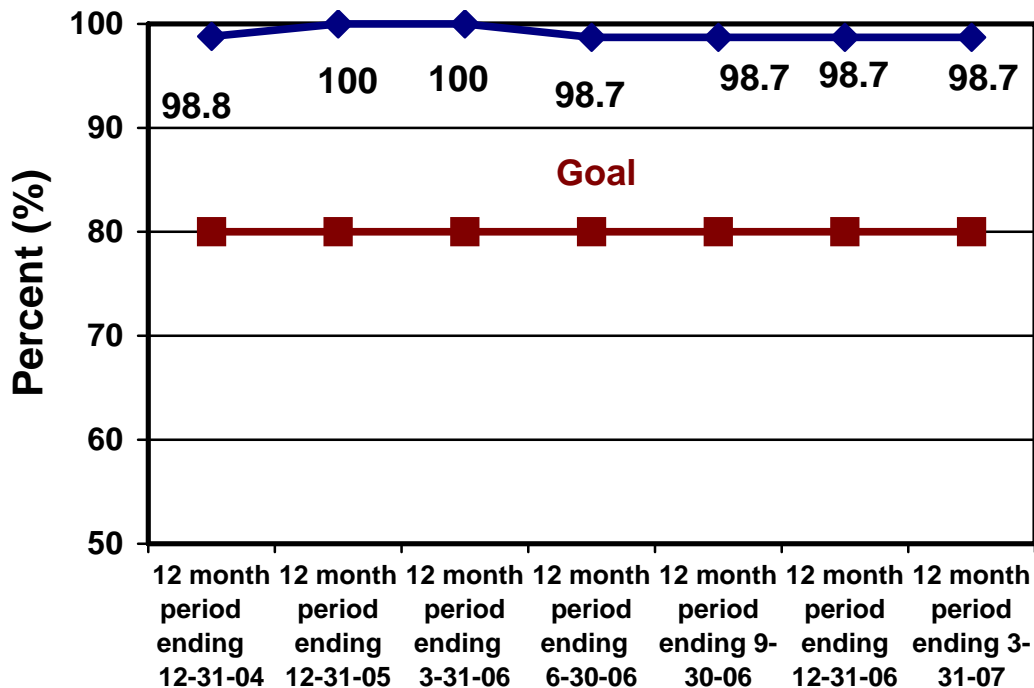
PERFORMANCE MEASURES

1. Secure Workforce

1.4 80% of unemployment insurance appeals meet federal quality standards.

Eighty percent of lower authority appeals have quality scores of 85 percent of potential scores.

Comparative Data: Missouri ranks 14 out of 53 as of December 31, 2006



MEETING GOAL

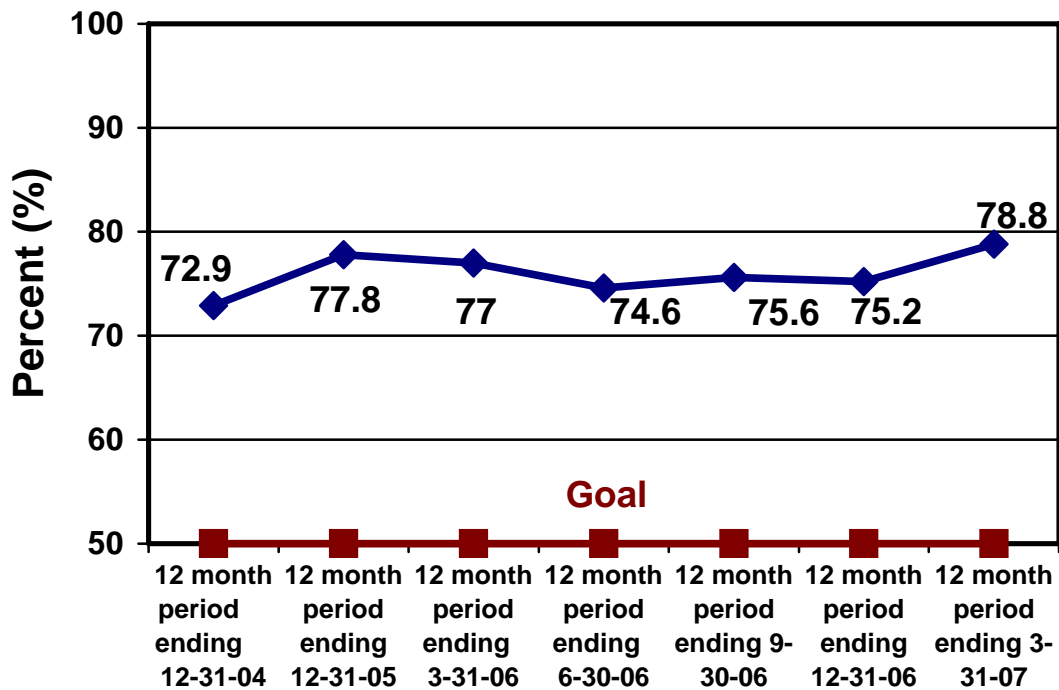
PERFORMANCE MEASURES

1. Secure Workforce

1.5 50% of unemployment insurance appeals to the Labor and Industrial Relations Commission issued within 45 days

From the date the application is filed with the LIRC and until the date the LIRC issues its decision.

Comparative Data: Missouri ranks 32 out of 49 as of December 31, 2006



MEETING GOAL

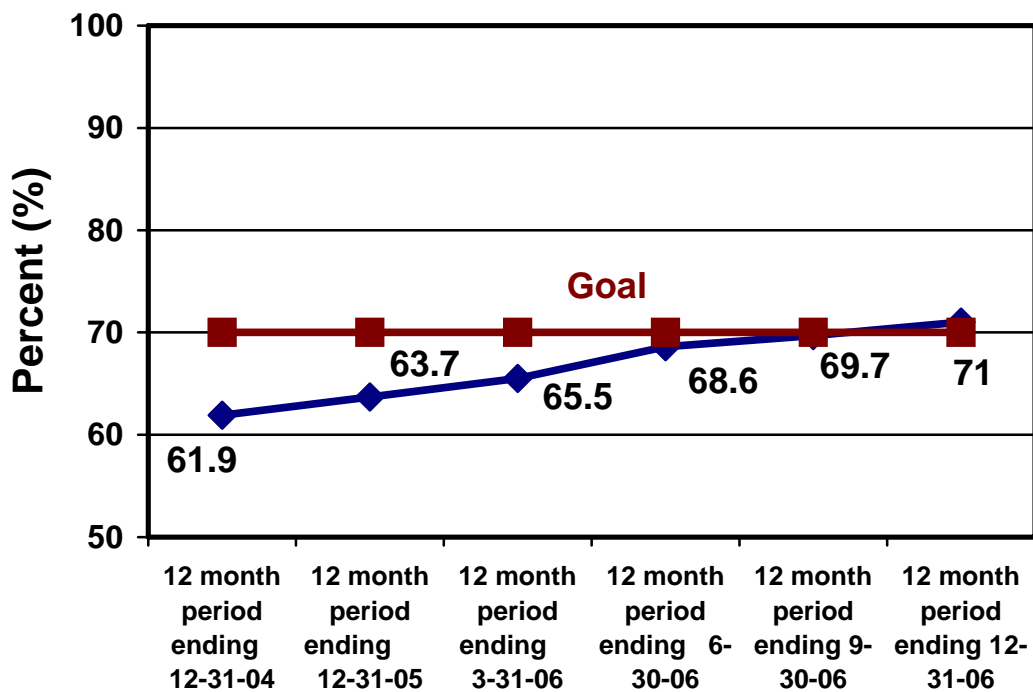
PERFORMANCE MEASURES

1. Secure Workforce

1.6 70% of unemployment insurance claimants reemployed within the quarter following their first payment

This measure captures the percentage of unemployment insurance (UI) claimants who are re-employed within the quarter following their first UI payment.

Comparative data not available



Twelve-month data for the period ending March 31, 2007 will be available in August.

MEETING GOAL

*Effective June 2006, the USDOL mandated how states report reemployment information. The new reporting method slightly adjusted previously reported data for this measure.

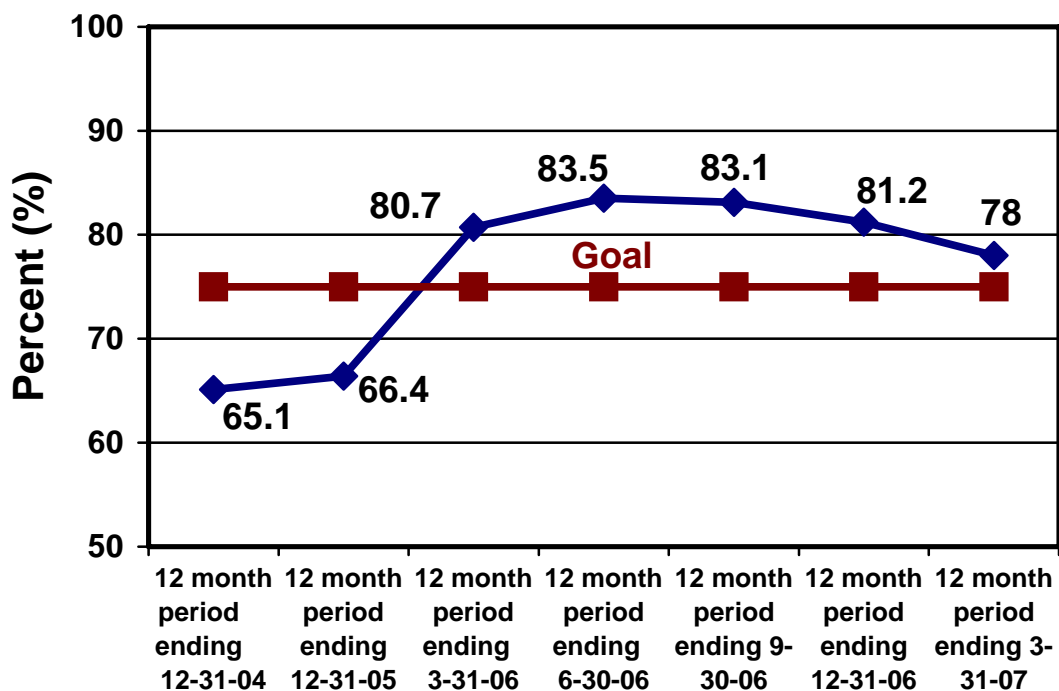
PERFORMANCE MEASURES

1. Secure Workforce

1.7 75% of workers' compensation, crime victims claims, processed within 45 days

From the time a crime victims' claim is received to the time a decision is issued.

Comparative Data: Researching



MEETING GOAL

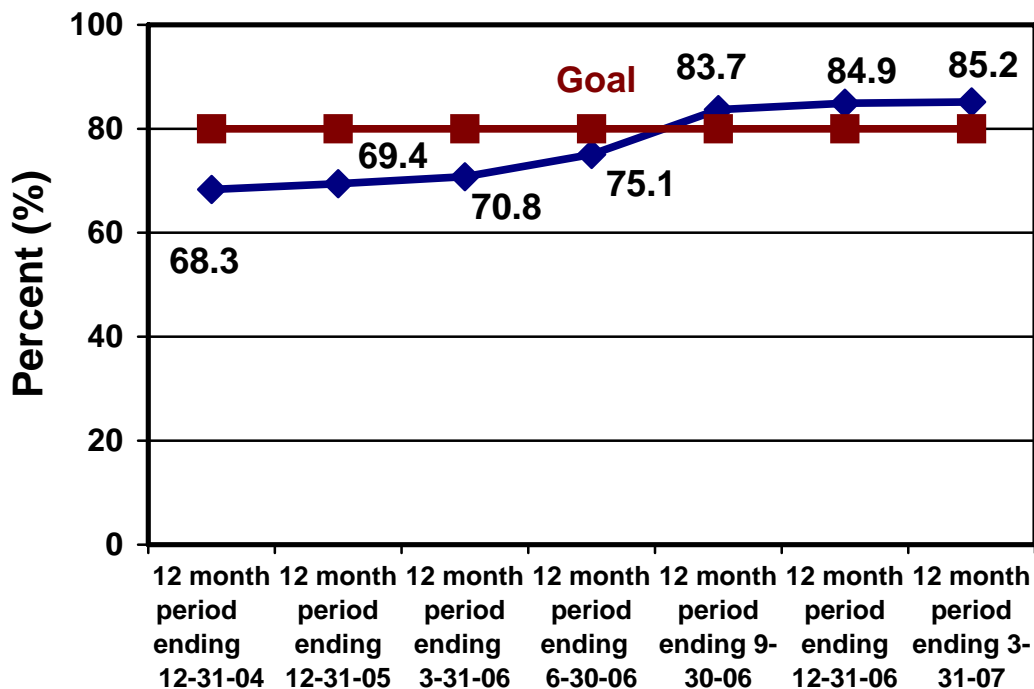
PERFORMANCE MEASURES

1. Secure Workforce

1.8 80% of workers' compensation decisions by Administrative Law Judges issued within 75 days

This item is measured from the last date of the hearing to the date the award is signed by the Administrative Law Judge.

Comparative data not available



MEETING GOAL

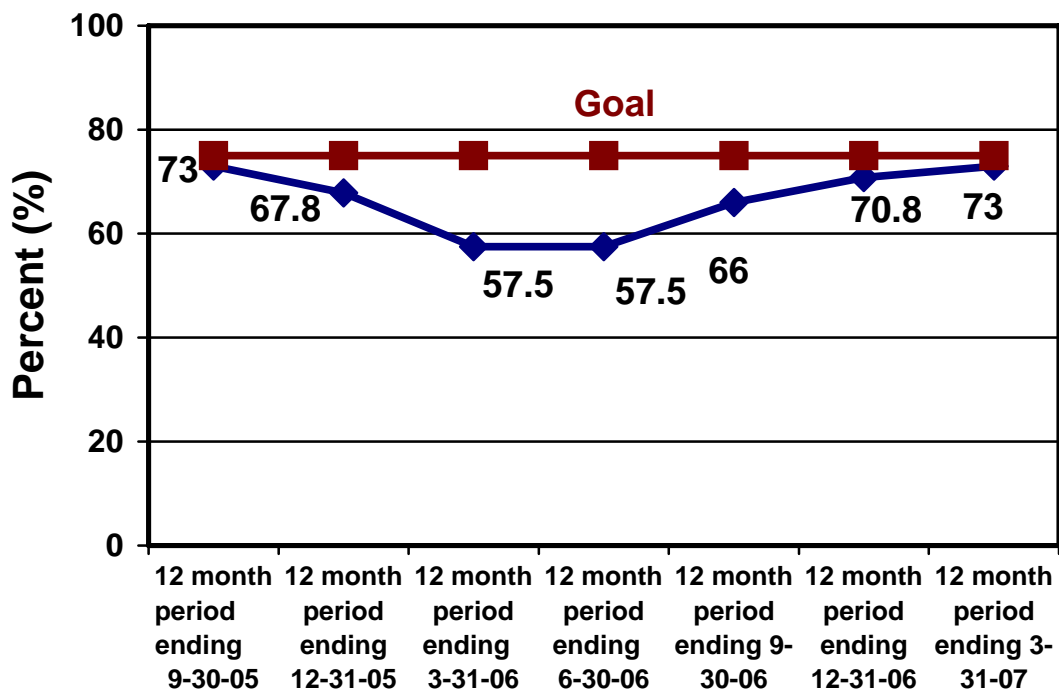
PERFORMANCE MEASURES

1. Secure Workforce

1.9 75% of workers' compensation appeals related to awards issued by the Labor and Industrial Relations Commission within 180 days

Average number of days from application for review to final award by the Commission. This excludes dismissals, settlements and modifications.

Comparative data not available



NOT MEETING GOAL

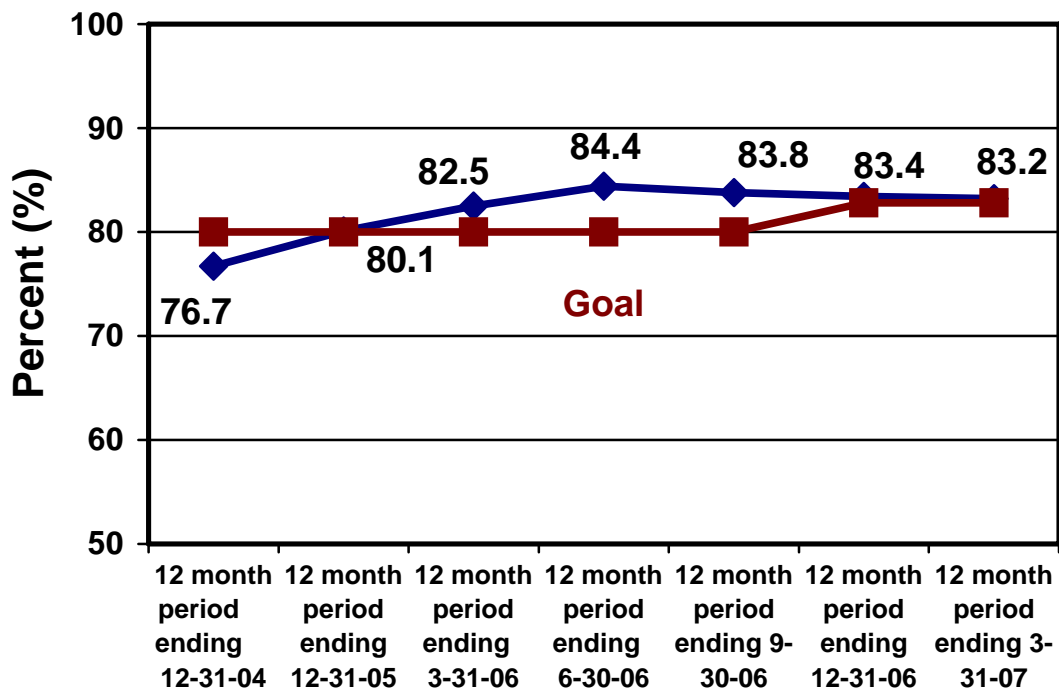
PERFORMANCE MEASURES

2. Prepared Workforce

2.1 82.8% of unemployment insurance determinations about unemployment insurance tax liability of new employers made within 90 days

This measure is the percentage of new employer status determinations made within 90 days from the last day of the quarter in which the business first became liable (for newly established employers) or re-established liability (for previously terminated accounts) or was reactivated (for previously inactivated accounts).

Comparative Data: Missouri ranks 31 out of 53 as of March 31, 2007



MEETING GOAL

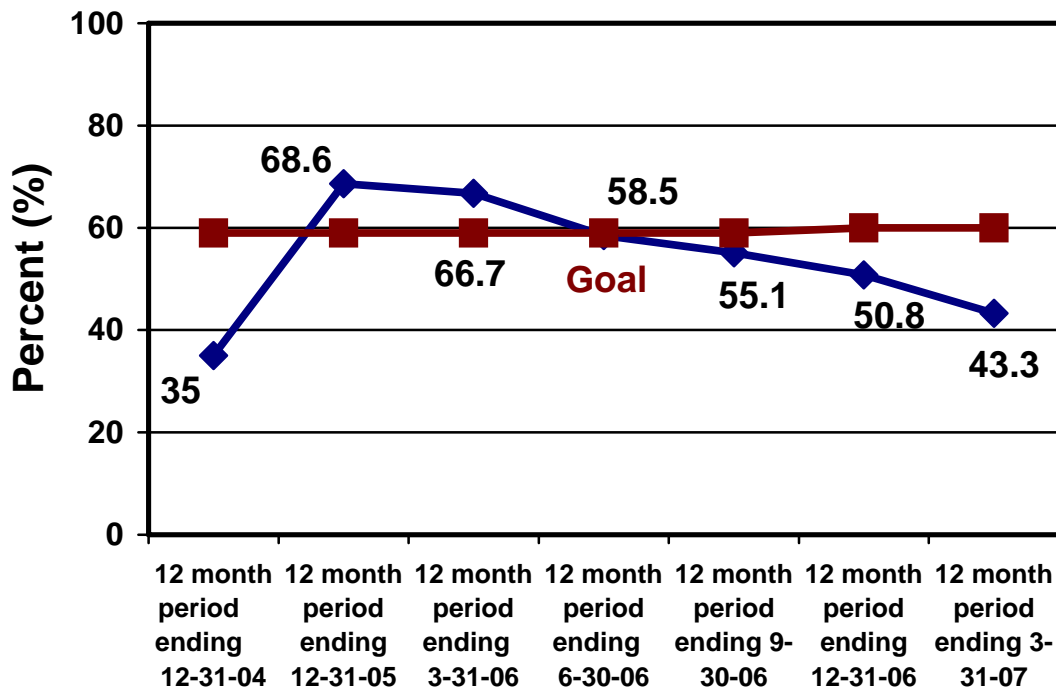
PERFORMANCE MEASURES

2. Prepared Workforce

2.2 60% of unemployment insurance overpayments will be established for recovery

This measure is a computation of the amount of recoverable dollar overpayments established by the Benefit Payment Control (BPC) Subunit to the Benefit Accuracy Measurement (BAM) estimated operational overpayment amount, which is the estimate of recoverable dollar overpayments most detectable through state operations.

Comparative Data: Missouri ranks 33 out of 52 as of March 31, 2007



NOT MEETING GOAL

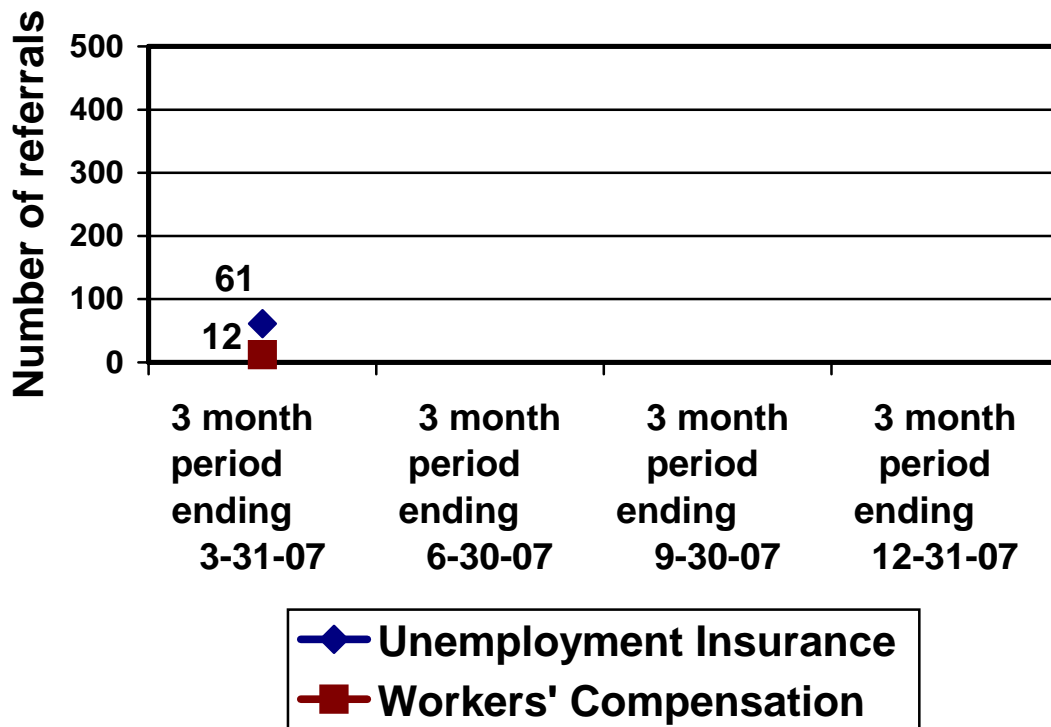
PERFORMANCE MEASURES

2. Prepared Workforce

- 2.3 5% increase in the number of fraudulent/noncompliance cases referred for prosecution in unemployment (from 265 to 278) and workers' compensation (154 to 162) cases by December 31, 2007**

The percentage of fraud and noncompliance cases referred for prosecution by the Missouri Division of Employment Security and the Missouri Division of Workers' Compensation.

Comparative Data: Researching



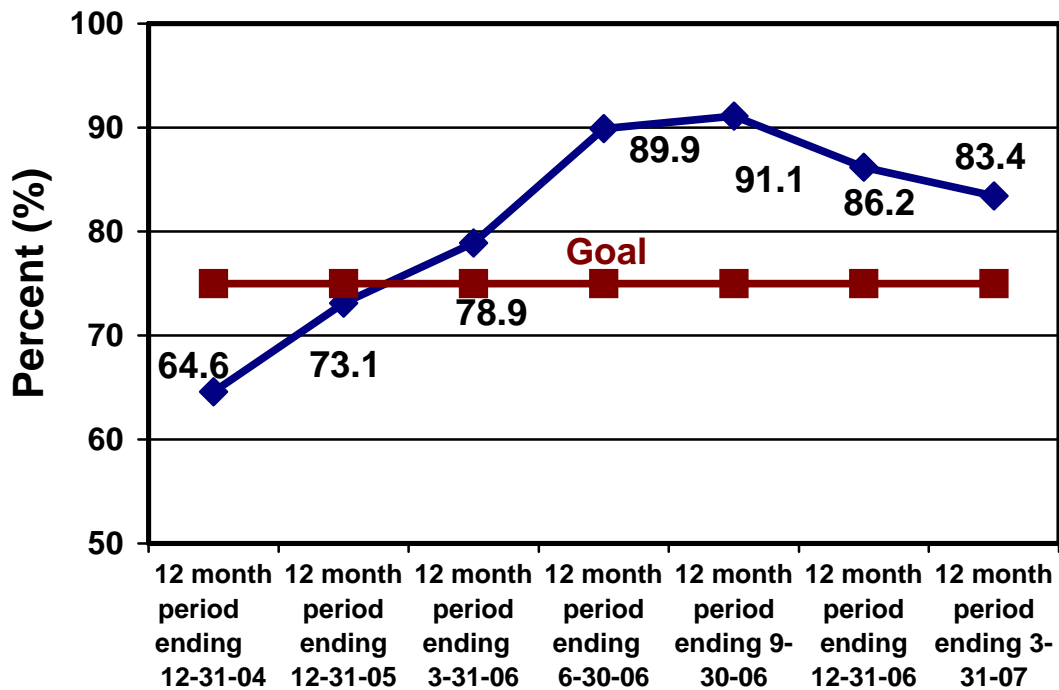
PERFORMANCE MEASURES

2. Prepared Workforce

2.4 75% of workers' compensation, fraud and non-compliance cases, processed within 120 days

This item is measured from the date the complaint is received to the date the investigation is completed either through a referral or a determination that the complaint has no basis.

Comparative data not available



MEETING GOAL

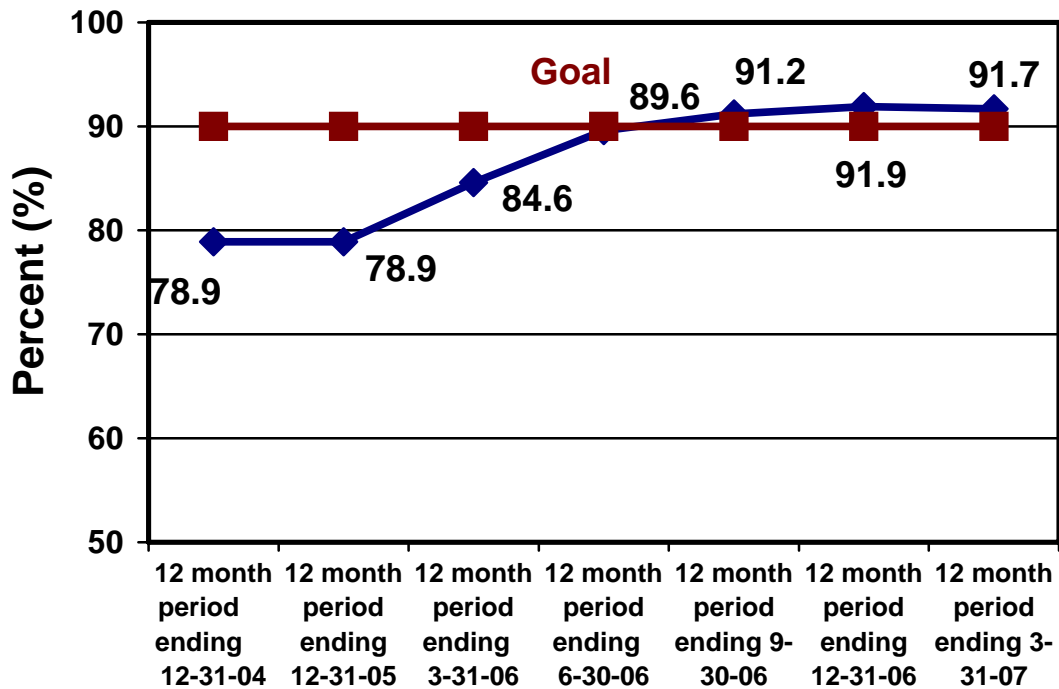
PERFORMANCE MEASURES

2. Prepared Workforce

2.5 90% of workers' compensation first reports of injury filed by insurers/self-insured employers within 30 days of injury

This measurement is based on the number of First Reports of Injury filed to the Division of Workers' Compensation after the statutory requirement has elapsed as a percentage of the total First Reports of Injury filed.

Comparative data not available



MEETING GOAL

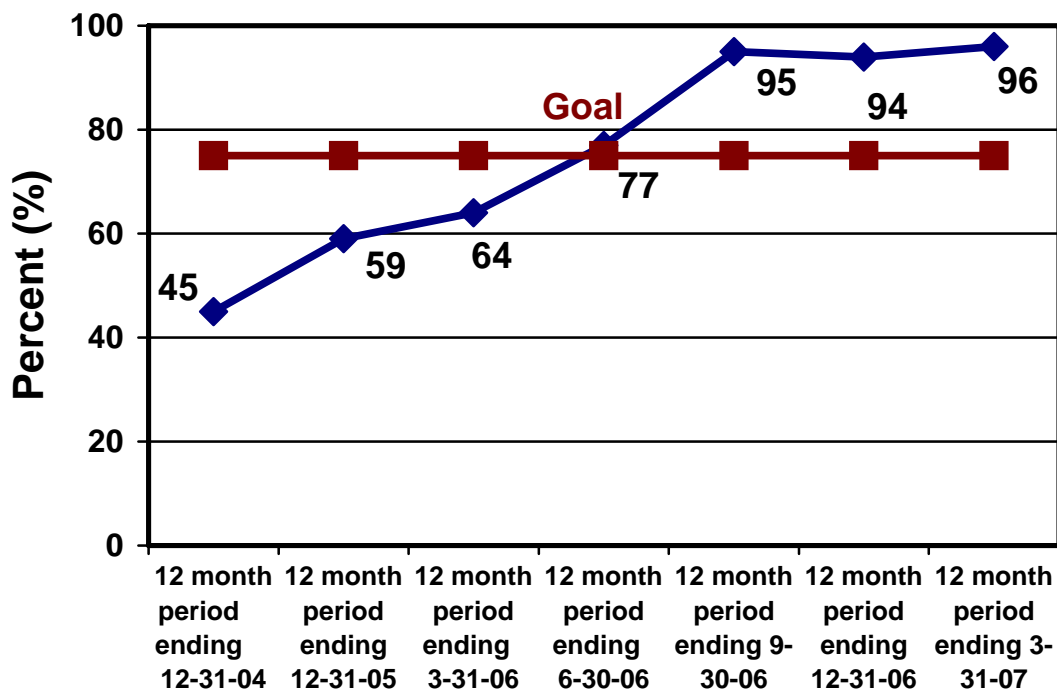
PERFORMANCE MEASURES

2. Prepared Workforce

2.6 75% of labor standards investigations on complaint cases involving prevailing wage closed within an average of 120 days

Determine when complaint case is closed within date range (quarter) then compute the number of days the case is open. A case is opened when it is assigned to an investigator and closed when a determination is made of violation found or no violation found. Arrive at the average number of days cases are open by totaling the days of all cases closed within the date range for all investigators and dividing the total by the number of investigators.

Comparative data: National average is 108 days



MEETING GOAL

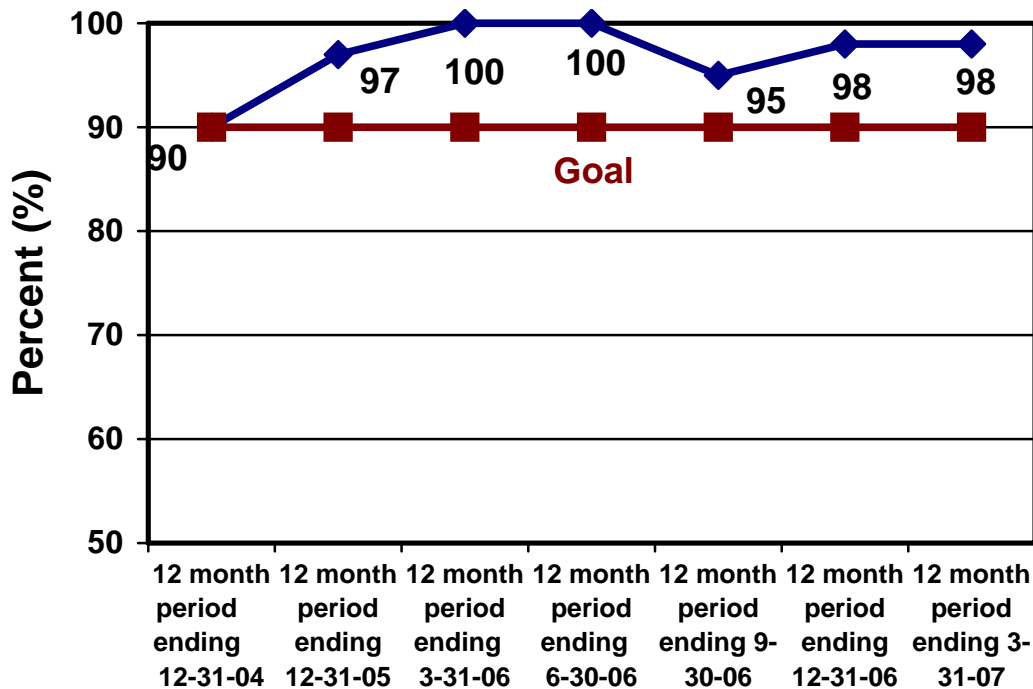
PERFORMANCE MEASURES

2. Prepared Workforce

2.7 90% of labor standards investigations on cases involving child labor completed within 120 days

Determine when an investigation is completed within date range (quarter) then compute the number of days investigation took to resolve from when investigation began. Beginning dates are 1) the date a child labor complaint case is assigned to an investigator and 2) the date a child labor investigation begins at the initial contact/review of business (employer).

Comparative data: National average is 108 days



MEETING GOAL

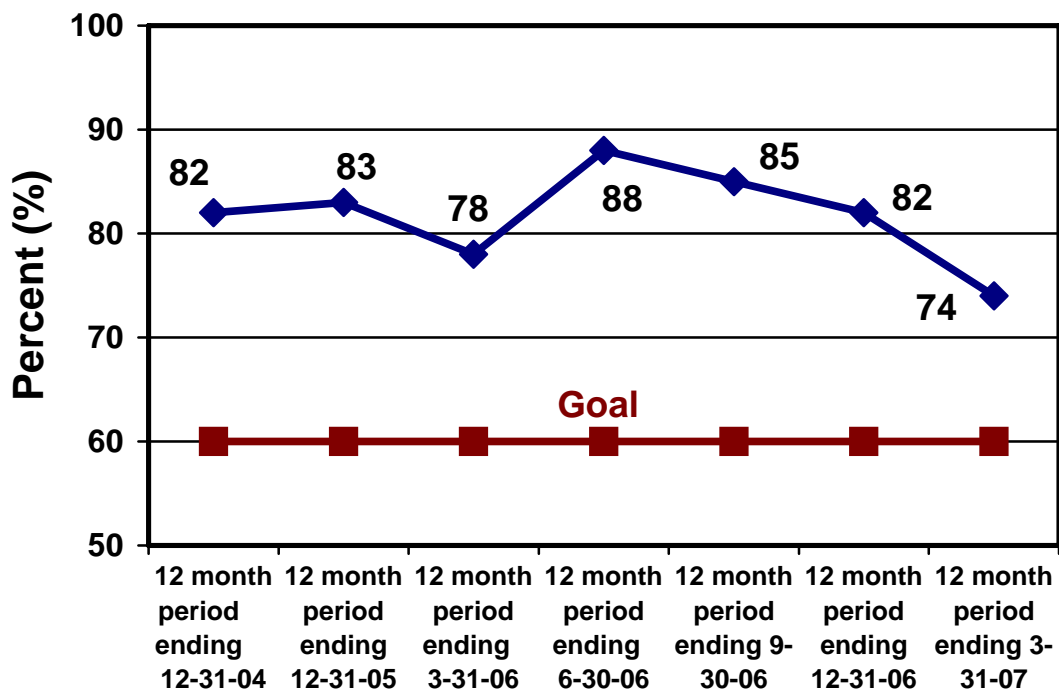
PERFORMANCE MEASURES

2. Prepared Workforce

2.8 60% of human rights investigations involving housing completed within 100 days of complaint receipt

This measure represents the date the case is filed and submitted to the time the Commission on Human Rights makes a decision.

Comparative data not available



MEETING GOAL

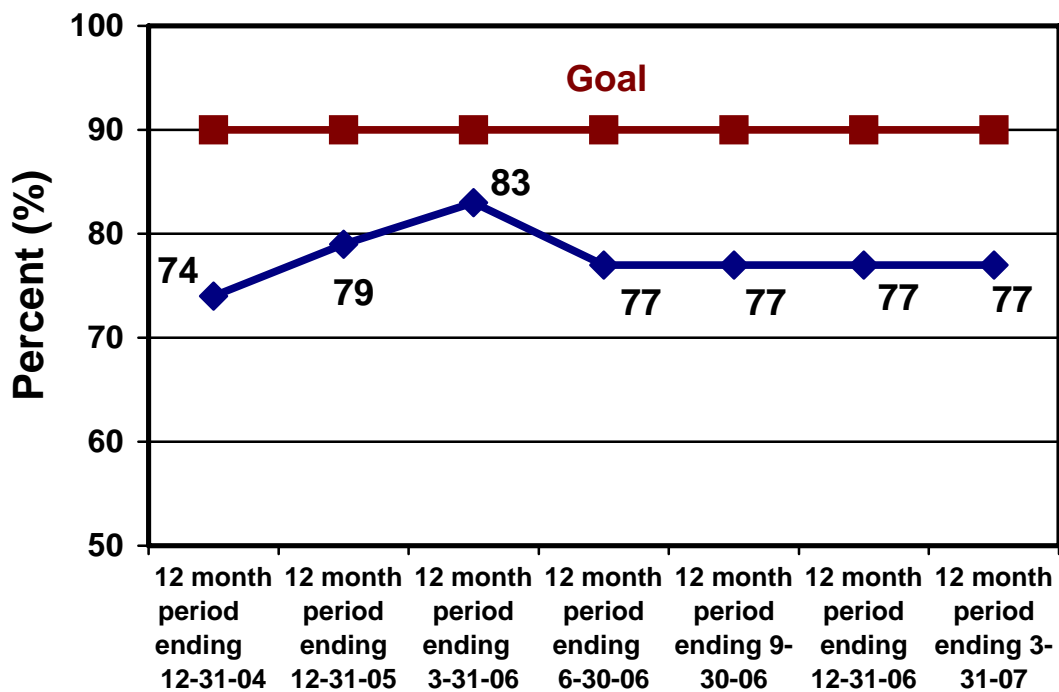
PERFORMANCE MEASURES

2. Prepared Workforce

2.9 90% of human rights investigations involving housing concluded through conciliation within 100 days of complaint received

Percentage of housing cases that are concluded through the conciliation process.

Comparative data not available



NOT MEETING GOAL

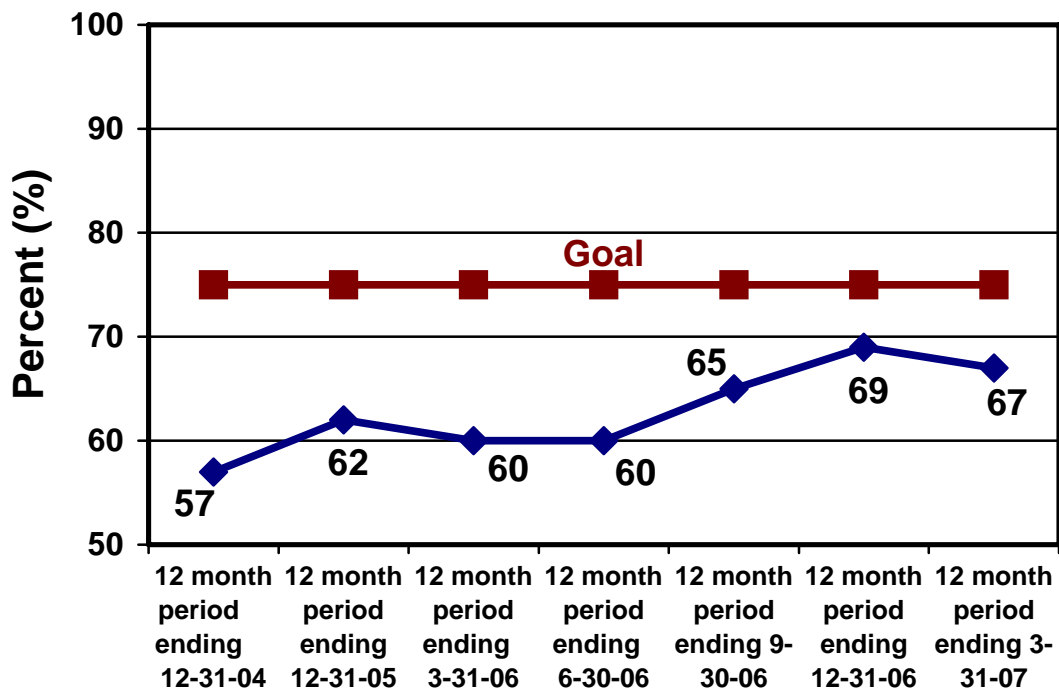
PERFORMANCE MEASURES

2. Prepared Workforce

2.10 75% of human rights charges involving employment and public accommodations resolved within 180 days

This measure presents the time a case is filed until the date the case is closed. Excludes probable cause cases.

Comparative data not available



NOT MEETING GOAL

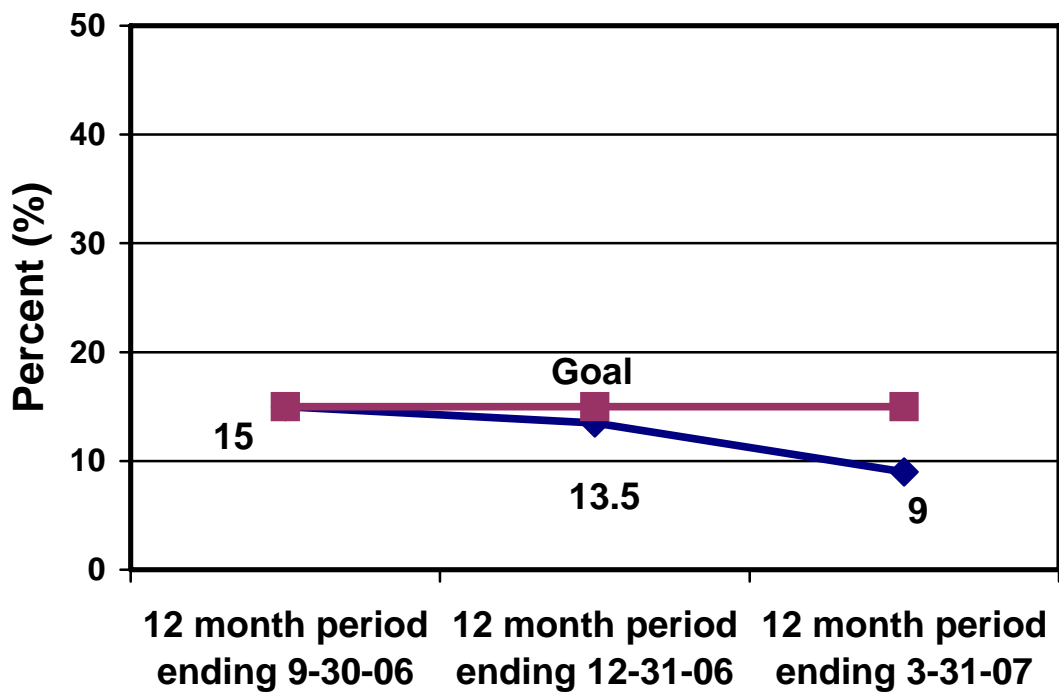
PERFORMANCE MEASURES

2. Prepared Workforce

2.11 15% of respondents in human rights cases involving employment and public accommodations participate in early resolution

This represents the number of cases received in employment and public accommodations and the number of cases participating in early resolution.

Comparative data not available



This is a new measure implemented in July 2005; therefore historical data is unavailable.

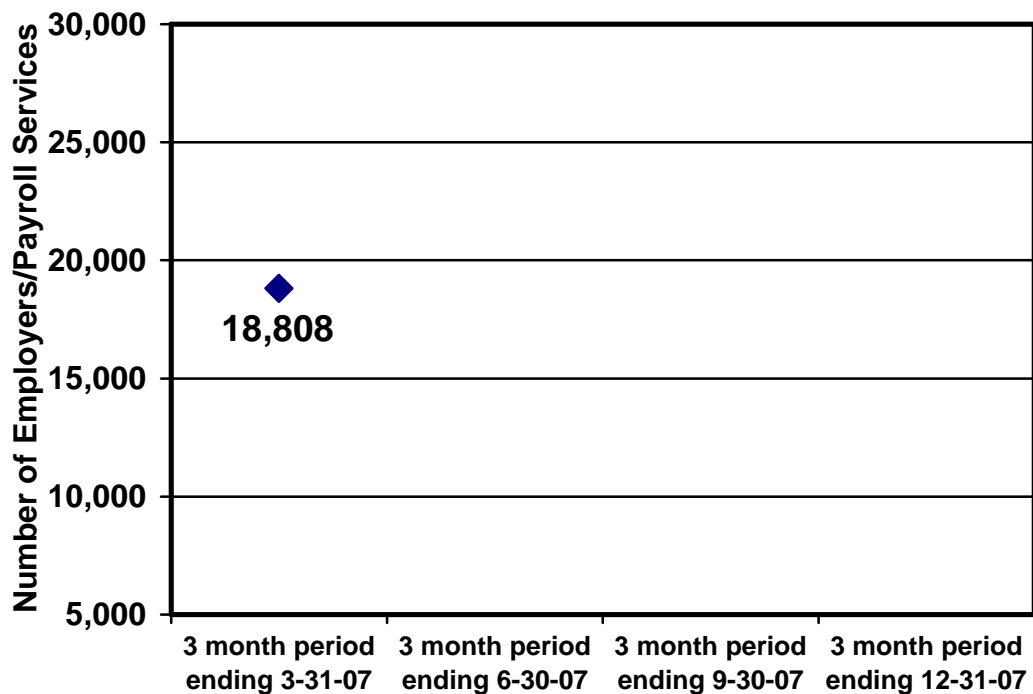
PERFORMANCE MEASURES

2. Prepared Workforce

- 2.12 20% increase in the number of employers/payroll service companies that file quarterly contribution and wage reports through USTAR (from 18,466 to 22,159) by December 31, 2007.**

Number of employers and payroll service companies filing quarterly contribution and wage report through the Unemployment State Tax Automated Reporting (USTAR) system.

Comparative data not available



This is a new measure implemented in January 2006.

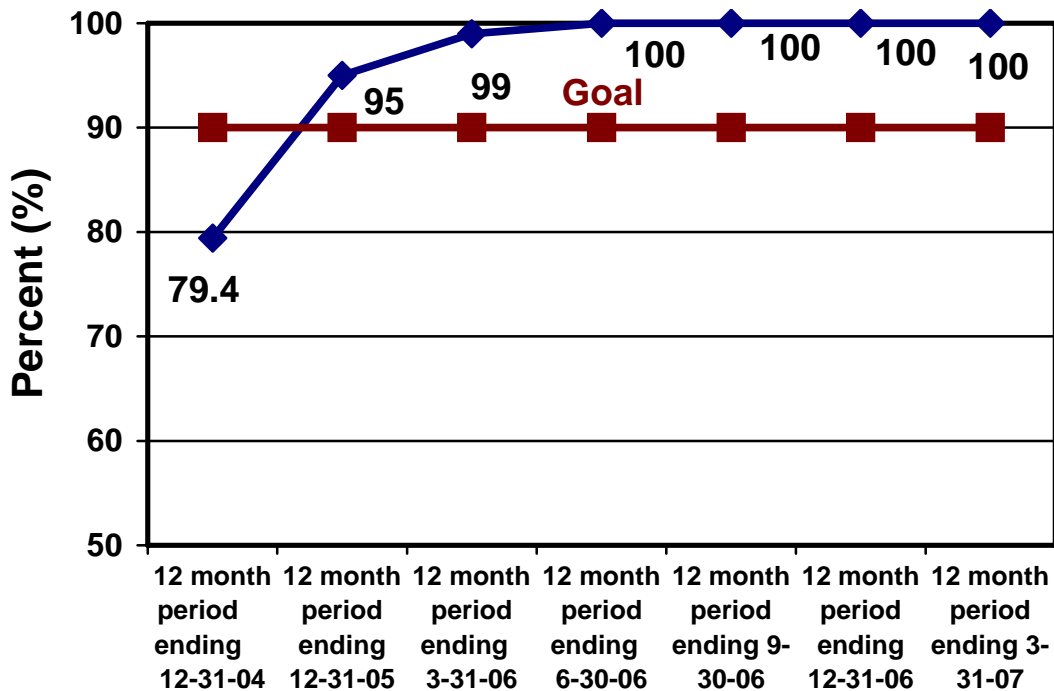
PERFORMANCE MEASURES

3. Safe Workforce

3.1 90% of labor standards inspections involving mine and cave safety made within 14 days

The mine inspection process is measured by counting the number of days it takes an inspector to complete an inspection of mine property. The inspection is then complete and the number of days is tallied and input into the database. The number of inspections completed within 14 days is divided by the total number of inspections completed.

Comparative data not available



MEETING GOAL

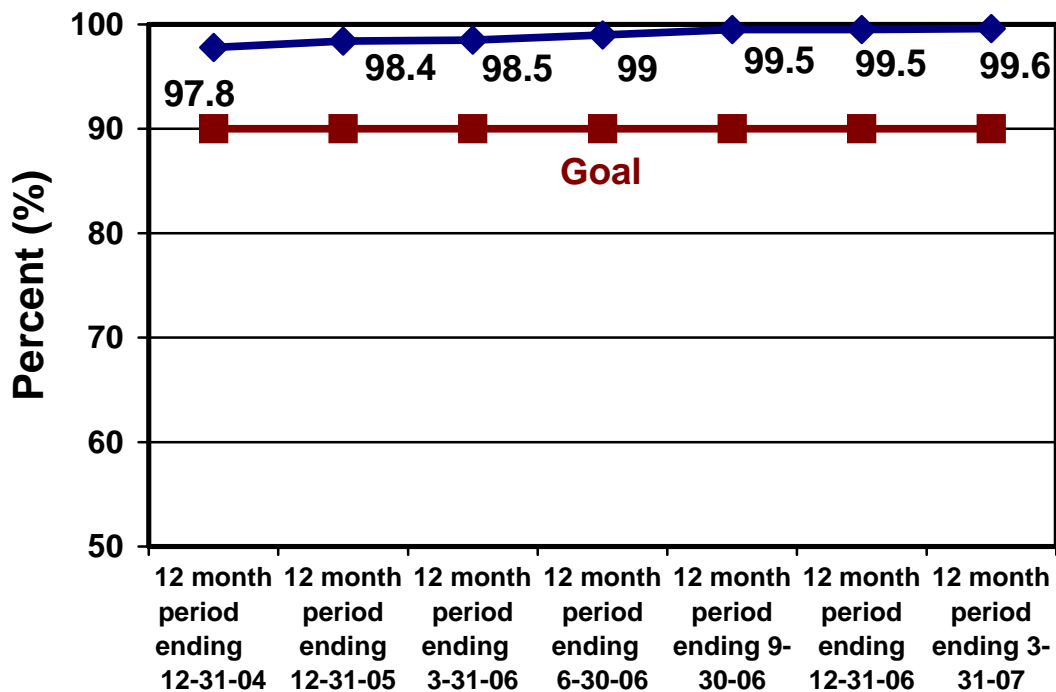
PERFORMANCE MEASURES

3. Safe Workforce

3.2 90% of labor standards safety and health initial consultation visits conducted in high hazard industries

The percentage of initial visits conducted in establishments working in industries listed by OSHA as high hazard compared to the total of all initial visits conducted by On-Site Consultation.

Comparative data: First of four other states in region as of March 31, 2006



MEETING GOAL

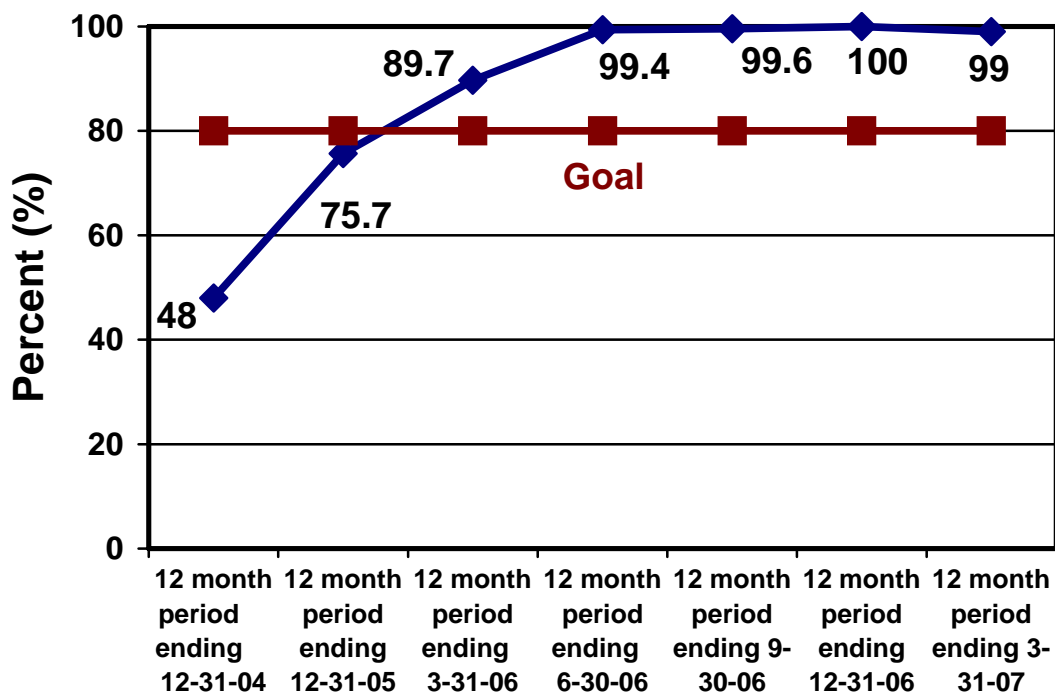
PERFORMANCE MEASURES

3. Safe Workforce

3.3 80% of labor standards occupational safety and health written reports prepared and sent to employers within 14 days

The percentage of occupational safety and health written reports completed and sent to employers within 14 days.

Comparative data: Researching



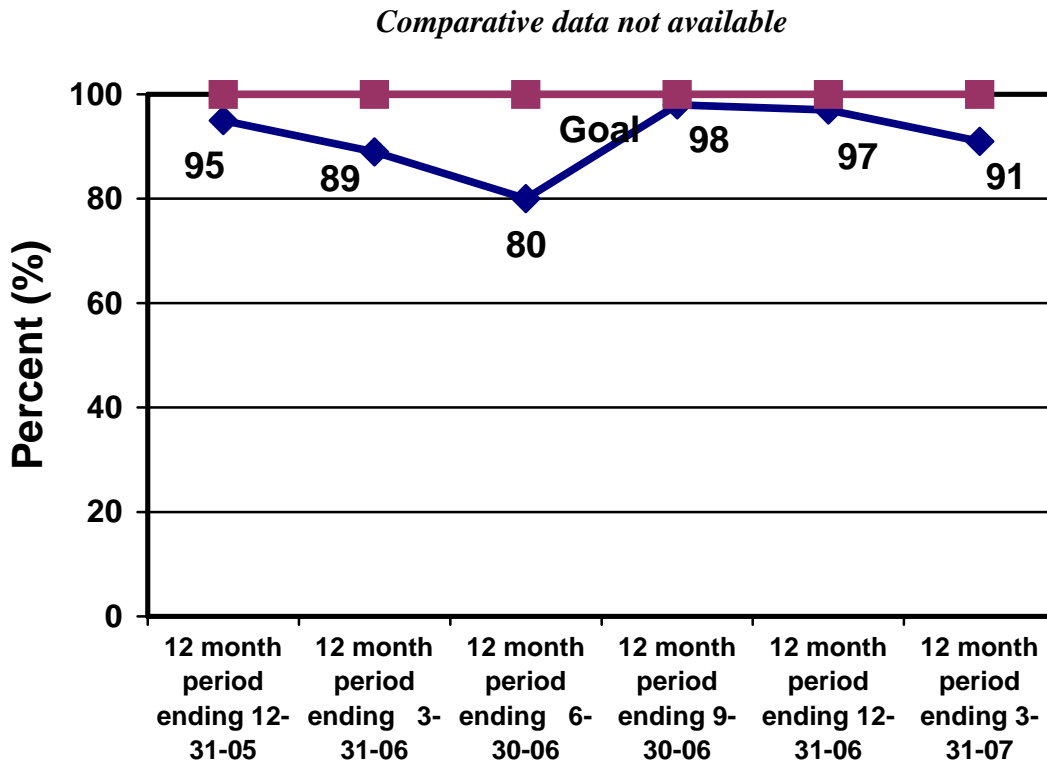
MEETING GOAL

PERFORMANCE MEASURES

4. Department Accountability

4.1 100% of Employee Performance Management Plans and Employee Performance Management Summary Forms prepared within the established time guidelines

The percentage of employee performance management plans and summary forms completed within the specified time frames for all department employees.



This is a new measure beginning July 1, 2005 therefore historical data is unavailable.

NOT MEETING GOAL

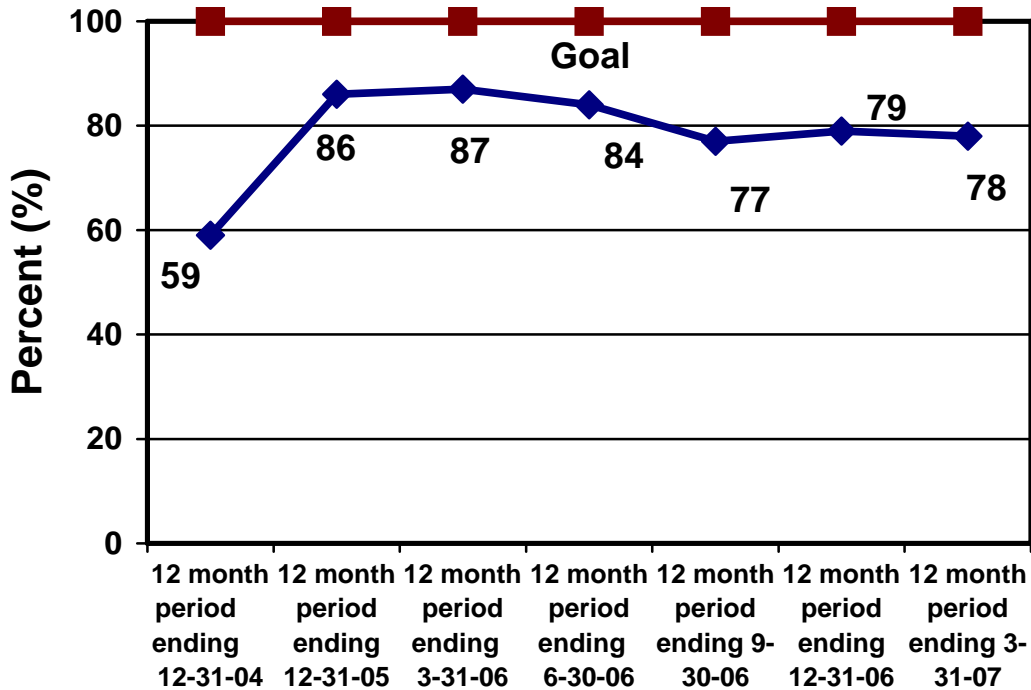
PERFORMANCE MEASURES

4. Department Accountability

4.2 100% of executives, managers and supervisors have met the Management Training rule and DOLIR required training within the established time guidelines

Percentage of executives, managers and supervisors that have met the Management Training rule and DOLIR required training within the established time guidelines.

Comparative data: Researching



NOT MEETING GOAL

PERFORMANCE MEASURES

4. Department Accountability

4.3 Decrease 15% (from 39 to 33) the number of workplace accidents and injuries by DOLIR employees by December 31, 2007

The number of DOLIR employees completing an accident report with human resources.

Comparative data: Researching

